

## AMENDMENTS TO THE CLAIMS

This listing of claims will replace all prior versions and listings of claims in the application.

### COMPLETE LISTING OF CLAIMS:

Claims 1-11 : (Canceled)

Claim 12 : (New) A service point management system, comprising:

- a) a customer display device linked to a control device;
- b) at least one assistant operable control operable to provide, upon actuation thereof, an indication on said customer display device of a next customer to be served; and
- c) a weighing apparatus which is linked to said at least one assistant operable control.

Claim 13 : (New) The system according to claim 12, wherein the at least one assistant operable control is incorporated within said weighing apparatus.

Claim 14 : (New) The system according to claim 13, and a further data storage and processing device provided adjacent to said at least one assistant operable control.

Claim 15 : (New) The system according to claim 13, and a further data storage processing device provided remote from said at least one assistant operable control.

Claim 16 : (New) The system according to claim 12, wherein the at least one assistant operable control is provided separately from the weighing apparatus.

Claim 17 : (New) The system according to claim 12, wherein two customer display devices are provided, one for displaying information as to the next customer to be served, and the other for displaying information relating to promotional goods or other material.

Claim 18 : (New) The system according to claim 12, wherein more than two customer display devices are provided.

Claim 19 : (New) The system according to claim 12, and a queue device which provides each customer with a queue number, said queue device being linked to the management system.

Claim 20 : (New) The system according to claim 19, wherein the queue device comprises sequentially numbered tickets.

Claim 21 : (New) The system according to claim 19, wherein the queue device allocates a sequential queue number to successive customers and prints out details onto a ticket which the customer retains.

Claim 22 : (New) The system according to claim 12, further comprising an alert system which provides an indication of a variation between ideal waiting time and queue length relative to an actual waiting time of customers.

Claim 23 : (New) A service point management system, comprising:

- a) a customer display device to display customer information;
- b) a customer identifier device to allocate a unique identifier to a customer;

c) at least one weighing apparatus for weighing goods to be purchased by the customer;

d) a data collection and processing means to receive data from at least the at least one weighing apparatus;

e) a data network for linking said customer display device, said customer identifier device, said at least one weighing apparatus, and said data collection and processing means;

f) said weighing apparatus being operable to generate data relating to the customer unique identifier, a quantity and a type of goods being purchased, and a time, taken to complete a purchase; and

g) said data being collected and processed by the data collection and processing means to generate processed data comprising stock control and management data, customer queuing data and staff performance data.